



John Elias Baldacci
Governor

Maine Department of Health and Human Services

Office of MaineCare Services
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Brenda M. Harvey
Commissioner

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Memorandum: Change to procedure for MAINECARE Member Transfer Forms

Proposed policy change to Chapter II, Section 67, Nursing Facility Services, states the following: "The Department will now require nursing facilities to send the Member Transfer Form to the Office of Elder Services (OES), rather than the Office of MaineCare Services (OMS), for all transfers, discharges, member enrollment into Medicare and managed care programs, and bed hold authorizations." This form is also used for Hospice providers to communicate to the department that a MaineCare member is receiving MaineCare Hospice services.

In anticipation of this change we have developed two ways facilities/Hospice providers can send this information to the Department. You may continue to fax the form to OES at the new fax number, 287-9230; or you may submit this information by accessing our new web page. The Department has developed a web site that all facilities can access to submit the following information:

- Member transfer forms
- Member discharges
- Member admissions
- Member deaths

The advantages to the nursing facility and hospice provider for submitting electronically:

- An email confirmation is automatically sent to the provider when submissions are made electronically
- The provider can print a copy of what they submitted to the Department
- Your information requesting an update from Advisory or Awaiting Placement to admitted status for new residents will automatically be sent to Gould Health Systems (GHS). Nursing facilities will no longer have to submit a separate referral request to GHS for an update of an advisory or awaiting placement assessment on admission of the member.
- The provider can track all submissions sent electronically to see where they are in processing
- The provider will receive an email when the submission has been processed by the Department

In this mailing there is a packet on yellow colored paper. This has instructions for accessing and using the web page to submit all MaineCare nursing facility/hospice member transfers. The second packet, on green colored paper, includes information for manually completing the form and submitting that form by fax to OES.

To launch the new system we have set up a help line to assist you with becoming familiar with this new web-based format. On January 16 and 17, 2007, you may call Jan Arsenault at 287-3933 or David Perkins at 287-9226 from 8:30 AM to 11:30 AM or on January 19, 2007, from 1 PM to 4 PM to receive detailed instructions on using the new web-based format and to answer any questions that you may have.

This change will occur on January 22, 2007. All nursing facilities and MaineCare Hospice providers will be required to submit MaineCare member transfer forms to OES by fax or by using the web-based format. Remember, all submissions must be sent to The Office of Elder Services.

If at any time you have suggestions to improve the web-based format, or you have difficulty with the web-based format please call David Perkins (287-9226). Our goal is to have a system that is user friendly and tailored to meet your needs to comply with policy requirements.

Our vision is Maine people living safe, healthy and productive lives.

Phone: 1-866-796-2463
(207) 287-7131

Fax: (207) 287-8601 – Pharmacy Unit
(207) 287-7643 – MaineCare Authorization Unit
(207) 287-1864 – Quality Management Unit
(207) 287-6533 – Classification/Case Mix Unit

TTY: 1-800-423-4331